



General Store

Many years ago, early settlers relied on the "General Store" to provide the goods necessary to sustain their pioneer spirit. In turn, the store owners depended on the continued patronage of these valued customers to stay in business. This newsletter is dedicated to the valued customers of the Defense Supply Center Philadelphia (DSCP) General & Industrial (G & I) Directorate.

Volume 2, Issue 3

Summer 2000



Wood Products Prime Vendor Program Keeps Going, And Going, And Going

- © **Hawaii**
– **Dooley Lumber Company**
- © **Japan/Okinawa**
– **Matheus Lumber Company**
- © **Korea**
– **Sylvan Forest Products**

DSCP will make awards to the Northeast, Northwest, Southeast, Gulf, and Alaska regions within the next 60 days.

More than 140 customers are actively participating in the program including the Norfolk Naval Shipyard, Norfolk Public Works Center, Camp Pendleton, Rock Island Arsenal, the Fleet Industrial Supply Center in Pearl Harbor, Tooele Army Depot, Defense Depot San Diego, Camp Butler, and Pusan Storage Facility. Customers have access to a full range of wood products including hardwoods, softwoods, plywood, poles, pilings, fire retardant treated, stakes, crossarms, and moulding.

There are a number of key factors contributing to the success of the program, said Tom Grace, DSCP's wood products program manager. "Within CONUS, the ability to provide seven-day routine, three-day urgent, and 24-hour emergency delivery for most items while maintaining a competitive price has had a tremendous impact on our customer base." Grace said. "With our unique price structure, we not only provide quantity discounts, we also adjust our pricing to reflect current market conditions." Another key aspect is the flexible ordering options tailored to meet the needs of DSCP's customers. Customers can order via phone, fax, email, credit card, MILSTRIP, or the Prime Vendor's web-based order entry system. Doug Bey from the Norfolk Naval Shipyard's Shop Stores said, "Reduced lead-times and an easy

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Over the past two years, the Defense Supply Center Philadelphia General & Industrial (G & I) Directorate's Wood Products Prime Vendor program has successfully expanded with awards made throughout the United States, Japan, Okinawa, and Korea. Regional coverage includes:

- © **Mid-Atlantic/Zone 1 (Va., Washington, D.C., S. Md.)**
– **Buie Forest Products**
- © **Mid-Atlantic/Zone 2 (Pa., N.J., Del., W. Va., N. Md.)**
– **Century Lumber Co.**
- © **Midwest (N.D., S.D., Neb., Kan., Minn., Mich., Mo., Wis., Ill., Ind., Ky.)**
– **Forest Products Distributors**
- © **Southwest (S. Calif., Nev., Ariz., N.M., Utah, Colo., Fort Bliss)**
– **Buie Forest Products**

Long Term Contracts Awarded for Cargo Vehicle Tie Downs and Transport & Storage Case Set



In a continuing effort to shift to commercial practices in supplying the U.S. Armed Forces, the DSCP G & I Directorate has awarded long term contracts for cargo vehicle tie downs for Navy transport ships and a transport & storage case set. The tie down award (NSNs 3990-01-449-9718 and 3990-01-332-8974) provides for direct shipment to a specific port where the ship can be re-outfitted with new tie downs as part of the Navy's program. Contract flexibility allows the Navy to redirect shipment to accommodate deploying ships. Delivery will be made within 150 days of order placement.

The award for the transport & storage case set (NSN 8115-00-663-0213) consists of two cases for the shipment and storage of miscellaneous small parts. This contract allows for direct shipment to the customer.

For more information on tie downs, contact Donna Foglia at DSN 444-7418, (215) 737-7418, Email at: dfoglia@dscp.dla.mil For additional information on the case set contact Cindy Ciardullo at DSN 444-7406, (215) 737-7406, Email at: cciardullo@dscp.dla.mil



(Continued from page 1)

ordering process has allowed me to better support my customer base while drastically reducing inventories."

Another major component of the program provides the customer with direct access to the Prime Vendor. By putting the customer in contact with the technical expert, questions can be quickly answered and problems quickly solved.

In addition to the Prime Vendor, customers have a DSCP Customer Liaison Specialist (CLS) assigned to their account. The CLS fosters the program, ensures the order process flows smoothly, and addresses any

issues or concerns the customer may have. Grace said, "With 146 sites participating, over 2500 orders filled in the last year alone, and an excellent fill rate and on-time rate, the CLSs as well as the contracting officers of the Wood Products Prime Vendor team have worked diligently to satisfy the needs of DSCP's customer base."

An area of great improvement has been the level of support provided to our customers in Korea, Japan, and Okinawa. By utilizing a combination of Prime Vendor, Consolidated Freight Station, and Defense Transportation System, historic lead-times in excess of 350 days have been cut to an average of 30-45 days. By consistently providing this improved overall logistics response time, customers can better manage their

projects and, more importantly, reduce their inventory and warehouse costs. Our CLS and Prime Vendors recently traveled throughout Okinawa, Japan, and Korea briefing the Wood Products Prime Vendor program at more than 30 individual sites. Briefings focused on Prime Vendor product lines, order flexibility, pricing, delivery, surge, and readiness issues. Instructional meetings were also held for warehouse personnel on lumber storage, mill/grade markings, termite prevention, and alternate product availability.

As the Wood Products Prime Vendor program moves into its' third year, it continues to evolve and adapt to the needs of our customers. Ongoing initiatives include expansion of the Southwest and Mid-Atlantic Regions contracts

to incorporate a consignment approach for lumber support to certain customers. DSCP and the Prime Vendor will create, maintain, own, and manage appropriate levels of inventory on-site at customer-provided facilities. This approach will eliminate customer owned inventory and still provide for immediate day-to-day usage support to base customers. Also underway is the development of an approach to forward position material in the Pacific for contingency support as well as incorporation of current support initiatives being utilized in Europe into a Prime Vendor contract.

For more information on DSCP's wood products prime vendor program, contact Tom Grace at DSN 444-7164, Commercial (215) 737-7164, or by Email at: tgrace@dscp.dla.mil.

G&I Awards Tailored Logistics Support Package

The Defense Supply Center Philadelphia's General and Industrial Directorate recently awarded a tailored logistics support package to Clamshell Structures. This five-year paperless ordering procurement system commer-

cial contract supports the rebuild of numerous large area maintenance shelters managed by the Soldier Biological and Chemical Command. These portable shelters are high priority items for Army troop deployment



and for helicopter and track vehicle maintenance, and have been used recently in Bosnia, Honduras, Albania, and Kosovo.

Delivery schedules after ramp-up time will be superior to Uniform Material Move-

ment and Issue Priority System timeframes. For more information contact Sue Paul at DSN 444-7324, (215) 737-7324, Email at: spaul@dscp.dla.mil.

Special Contributors

Suzan Cohen
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Tony Armentani
Janet Hoenes

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Bill Austin

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Major Curtis Hoffman

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Debra Celli
Tim Adams

Bothered by Scratching, Scuffing, and Rust?

The Defense Supply Center Philadelphia's General and Industrial Directorate is proud to introduce a new product line called Lock and Surface Saver™. These products were researched, developed, and manufactured by LanTurn Productions of Marina del Rey, Calif. for use with all Master® Lock brand padlocks.

These visually appealing padlock covers are made of scuff-proof, non-toxic, flexible plastic that prevents scratching, scuffing and denting of all surfaces, inhibits rust, and prolongs the life cycle of the lock. Use of these padlock covers will eliminate the need for maintenance of equipment on which the locks are used. Just think, it will no longer be necessary to paint footlockers, cages, storage bins, munitions containers, toolboxes, or gates -- the possible applications are endless. Interior and exterior usage applies.

The padlock covers are currently available in seven colors including sky

blue, medium blue, navy blue, light green, dark green, gray, and black. Additional colors are available upon request. To determine Master® Lock size, look on the bottom of the lock and choose the correlating size Lock and Surface Saver. All Lock and Surface Saver™ products are individually packaged and ready for immediate display.

For more information on these products, contact Ms. Janet Hoenes, General Hardware marketing representative, at (215) 737-2441 or via Email at: jhoenes@dscp.dla.mil.

	<u>NSN</u>	
SKY BLUE	5340-01-473-1674	<u>Used on Master Lock Sizes</u>
MEDIUM BLUE	5340-01-473-1657	1, 2, 21, 24, 81, & 82
NAVY BLUE	5340-01-473-1661	
BLACK	5340-01-473-1664	
GREY	5340-01-473-1666	
LIGHT GREEN	5340-01-473-1667	
DARK GREEN	5340-01-473-1669	
SKY BLUE	5340-01-473-1671	<u>Used on Master Lock Sizes</u>
MEDIUM BLUE	5340-01-473-1675	3, 4, 11, 31, & 443
NAVY BLUE	5340-01-473-1676	
BLACK	5340-01-473-1678	
GREY	5340-01-473-1681	
LIGHT GREEN	5340-01-473-1684	
DARK GREEN	5340-01-473-1685	
SKY BLUE	5340-01-473-1688	<u>Used on Master Lock Sizes</u>
MEDIUM BLUE	5340-01-473-1709	5, 6, & 25
NAVY BLUE	5340-01-473-1712	
BLACK	5340-01-473-1713	
GREY	5340-01-473-1714	
LIGHT GREEN	5340-01-473-1715	
DARK GREEN	5340-01-473-1716	

	<u>NSN</u>	
SKY BLUE	5340-01-473-1718	<u>Used on ALL Master Lock</u>
MEDIUM BLUE	5340-01-473-1726	<u>175 Models</u>
NAVY BLUE	5340-01-473-1727	
BLACK	5340-01-473-1728	
GREY	5340-01-473-1729	
LIGHT GREEN	5340-01-473-1732	
DARK GREEN	5340-01-473-1735	
SKY BLUE	5340-01-473-1740	<u>Used on ALL Master Lock</u>
MEDIUM BLUE	5340-01-473-1746	<u>1500 Series</u>
NAVY BLUE	5340-01-473-1747	
BLACK	5340-01-473-1751	
GREY	5340-01-473-1754	
LIGHT GREEN	5340-01-473-1757	
DARK GREEN	5340-01-473-1761	



The All New Thermoelectric Fan (TEF)

Military tent heaters transfer heat by means of radiation and natural convection. The heat rises to the top leaving the floor and corners of the tent cold. The Thermoelectric Fan (TEF) circulates heated air, improves living conditions, and significantly reduces fuel usage.



H-45 Tent Heater

The NSN for this item is **4520-01-457-2790**.

Description:

The TEF is a silent, compact, rugged fan unit (14" in diameter and 10" high) that is placed on top of any military tent heater. A built-in thermoelectric module converts heat from the top surface of the heater into electricity to power a 450 CFM fan. The fan moves heated air to the bottom and corners of the tent, providing more even heat distribution throughout the entire shelter. Improved heat distribution delivers more comfortable living/working conditions, improved health and morale, and significant fuel savings for soldiers in the field.

Testing indicates that the TEF can increase the temperature 20°F at the floor level of the tent, saving a significant amount of fuel and increasing comfort levels in the tent. Tests show that up to 50% fuel savings can be achieved. For extreme cold weather conditions this translates into a cost savings of about \$450 per season in a ten-man arctic tent and \$2,800 per season in a general purpose medium (GPM) tent equipped with two heaters and two TEFs.

The Defense Supply Center Philadelphia (DSCP) Firefighting and Marine Lifesaving & Diving Program has attracted interest from the U.S. Coast Guard. The following article was written jointly by DSCP and the USCG Engineering Logistics Center and forwarded to all Coast Guard fleet and aviation activities.



Prime Vendor Firefighting and Marine Lifesaving/ Diving Equipment Support

You may have recently seen a Coast Guard message 092214Z Mar. 00 which was sent to your activity concerning the Defense Supply Center Philadelphia (DSCP) Firefighting and Marine Lifesaving and Diving Equipment Prime Vendor Programs. The Marine Lifesaving and Diving Prime Vendor Program is fully operational worldwide and the Fire Fighting Prime Vendor Program now has complete CO-

NUS coverage and also Alaska, Hawaii, Guam, Midway Island, Cuba, Panama, Puerto Rico and the Caribbean. This means the Coast Guard aviation activities and vessels now have existing contracts already in place to meet your marine lifesaving and diving equipment and fire fighting/damage control missions.

Both DSCP Prime Vendor programs are voluntary and can provide thousands of marine and fire fighting supplies, training and services. It is important to point out that items not listed on the Prime Vendors web site or in their hard copy catalogs may still be available. New products are being added on a daily basis. These contracts were developed to add additional items to meet the needs of end users. Coast Guard customers can now receive virtually any item or service that is commercially available. The DSCP programs are comprised of six separate best-value prime vendor contracts for marine life saving and diving and four separate contracts for fire fighting.

Here are just a few reasons to utilize the DSCP Prime Vendor programs:

-  **One Stop Shopping**
-  **24 hour a day support**

-  **Routine/Emergency Delivery**
-  **Electronic Ordering**
-  **Material Returns**
-  **Name Brand Products**
-  **Value-added Services**
-  **Surge/Contingency Coverage**
-  **Infrastructure Savings**
-  **Inventory Savings**
-  **Leveraged Buying**

Ordering methods through these programs allow customers to place orders via phone, fax or on-line through web-sites. Contracts competed through best value source selection methods are already in place negating the need for a lengthy acquisition process. Huge item variety assures that customers can get virtually any brand name preference they desire. Rapid delivery times and 24-hour customer support gives customers around the clock ordering capability in the event of surge or emergency situations. Personal relationships with the contractors allow prime vendors to custom stock according to customer needs. Prime Vendors stand behind all products and services with remedies to any quality or warranty situations. A DSCP Customer Liaison Spe-

cialist (CLS) is assigned to each region to serve as both a customer service representative and trouble-shooter. Customers can reduce their inventories as the Prime Vendor, in essence becomes the inventory.

The DSCP Marine Life Saving and Diving and Fire Fighting Prime Vendor programs were developed to help relieve diving and fire fighting customers of the administrative burden of acquiring items, equipment and services. If you are interested in more information about our programs please take an opportunity to visit the DSCP home page at www.dscp.dla.mil/gi/. Click on Product Lines and go to Fire Fighting or Marine Lifesaving & Diving. These sites can provide you with a wealth of information. For any questions or additional information send Email to firefighting@dscp.dla.mil or diving@dscp.dla.mil. A DSCP CLS for whichever program you are interested will assist your activity with the registration process. Other inquiries may be forwarded to Shirley Jones for Firefighting at DSN 444-4421, (215) 737-4421, Email sbjones@dscp.dla.mil or Abie Fuller for Marine Lifesaving and Diving at DSN 444-4052, (215) 737-4052, Email afuller@dscp.dla.mil.

Furniture shopping? Defense Supply Center Philadelphia can help!



Looking for furniture for your major or minor office renovations – think DSCP! Using a partnering agreement with Boise Cascade, the DSCP C4I team has supplied \$2 million worth of office furniture to support sea huts for Kosovo and headquarters renovations in Hawaii. In each case the customer was able to make their own best value decision from a large selection of readily available products. At the same time, thanks to the DSCP arrangement, these customers received significant discounts off retail prices.

The good news is that this support can be coordinated for any customer worldwide for both large and small requirements. Our representatives will work with you all the way to ensure complete satisfaction. For more information, contact the program coordinator, Suzan Cohen, at DSN 444-4518, (215) 737-4518 or by Email at: smcohen@dscp.dla.mil.

G&I PRIME VENDOR CONFERENCE HELD IN JAPAN

The Defense Supply Center Philadelphia General and Industrial Metals and Metal Products group visited Yokosuka, Japan in March for the Japan General and Industrial Prime Vendor Conference. At the conference, DSCP's metals team met with Naval officials to develop a logistics support package for the Navy's metal product needs in Japan. Inventory management, contracting, technical, and warehousing personnel with the Navy provided DSCP's metal team with valuable input for developing a prime vendor contract solicitation early this fall for Naval activities in Japan.

At the conference were representatives from the Navy's Fleet Industrial Support Center Yokosuka, Ship Repair Facility Yokosuka, DSCP Pacific Office, Yokota Air Force Base, and

the Japan Theater Support Office. Also, representatives from various G&I prime vendor programs participated.

DSCP's Metals Prime Vendor team has awarded contracts for the entire continental United States and is currently expanding this effort into the Pacific. A solicitation for the Hawaii/Guam region recently closed and is currently under evaluation. An award is expected early this summer.

For more information on the Metals Prime Vendor program in the Pacific region, contact Denise Taubman at (215) 737-4177, DSN 444-4177, Email at: dtaubman@dscp.dla.mil or Bill Austin at (215) 737-9157, DSN 444-9157, Email at: waustin@dscp.dla.mil

ATTENTION BARGAIN HUNTERS!

The Metals and Metal Products group can save you money when you need precious metals (FSC 9660). The standard prices of precious metals are well below market price, and that's important, because these savings are passed on to you.

Fiscal Year 2000 Prices (Per Troy Ounce)

79	2	47	2	78	2	46	2	45	2
Au	8	Ag	8	Pt	8	Pd	8	Rh	8
Gold	18	Silver	18	Platinum	18	Palladium	18	Rhodium	18
196.96655	32	107.8682	1	195.078	32	106.42	0	102.90550	16
	1				1				1
\$153.20		\$3.39		\$199.49		\$204.65		\$354.79	

Physical shipments normally take about one week and transfers to pool accounts about three days. For additional information on this fast and easy way to reduce your program costs, contact Linda Stonelake at DSN 444-8579, Commercial (215) 737-8579 or Email at: lstonelake@dscp.dla.mil.

Direct Vendor Delivery of Structural Angles

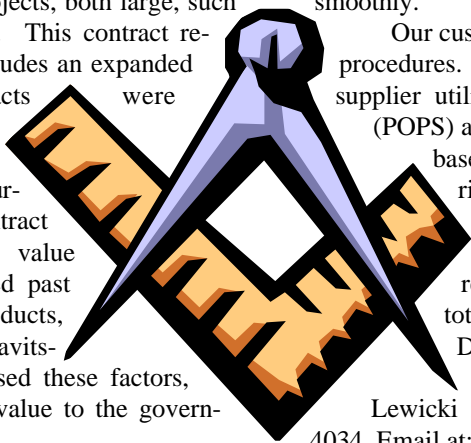
DSCP awarded a Direct Vendor Delivery (DVD) contract to P&S Metals located in Las Vegas, Nevada for 89 items of Federal Supply Class (FSC) 9520, Structural Angles. Structural angles are used to frame construction projects, both large, such as buildings and small, such as shelves. This contract replaces an expired DVD contract and includes an expanded scope of product. Previous DVD contracts were solicited using items found on only one or two specifications. This solicitation included all FSC 9520 items regularly purchased by DSCP. DSCP awarded the contract using commercial practices and best value source selection. Award factors included past performance, experience, scope of products, surge capability, socio-economic, and Javits-Wagner-O'Day considerations. DSCP used these factors, as well as price, to determine the best value to the government.

A post-award briefing with P&S Metals took place to review the terms of the contract and to begin a partnership with

our supplier. Working closely with our supplier allows DSCP to provide customers with the best service in terms of price, delivery, and support and enables the entire process to run smoothly.

Our customers order their material through MILSTRIP procedures. The requisitions are sent electronically to our supplier utilizing the Paperless Order Placement System (POPS) and material is delivered within three to 15 days based upon the priority of the requisitioned material. All material is delivered with required certifications to provide for traceability.

In the past, this type of contract has reduced lead times as well as our customer's total cost. For more information, please contact Dave Katz at DSN 444-4343, Commercial (215) 737-4343, Email at: dkatz@dscp.dla.mil or Jim Lewicki at DSN 444-4034, Commercial (215) 737-4034, Email at: jlewicki@dscp.dla.mil.

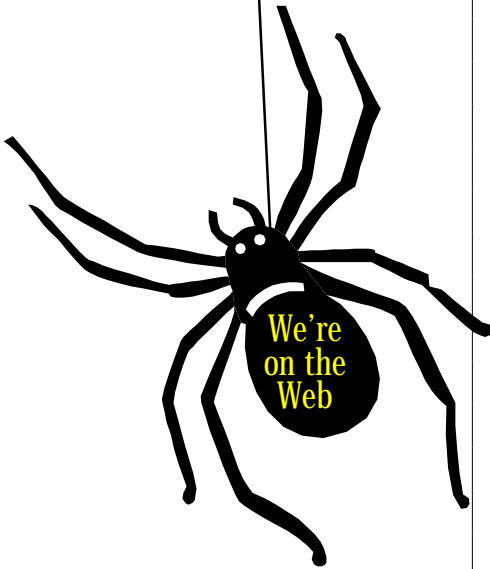


Cob Web Corner

Looking for the most detailed driving directions on the Net which also give info about U.S. cities : www.zip2.com

Need reference materials? Start here: www.refdesk.com

Don't understand those pesky Internet terms? Check out: www.whatis.com



www.dscp.dla.mil/gi/

General & Industrial Conference Attendance Schedule

Expo/Conference	Date
FedFleet 2000 Orlando, FL	31 Jul - 3 Aug
Department of Energy, Energy 2000 Pittsburgh, PA	20-24 Aug
MWR Expo 2000 San Antonio, TX	30-31 Aug
122 nd NGAUS Atlantic City, NJ	11-14 Sep
Modern Day Marine Expo Quantico, VA	19-21 Sep
Association of the U.S. Army (AUSA) Washington, DC	16-18 Oct
Naval Warfare Exposition & Symposium Virginia Beach, VA	10-11 Oct
2 nd Naval Logistics Conference & Expo Norfolk, VA	13 -16 Nov

For more information on these conferences contact:

Venard Cabbler (215) 737-9050, DSN 444-9050, Email vcabbler@dscp.dla.mil

Lighting Product Training Helps Customers

The Defense Supply Center Philadelphia's General and Industrial Lighting team conducted energy efficient lighting product training for customers in Japan. Lighting team expert, Jim Ogorek, presented the detailed energy saving course for the USAF Pacific Command at Yokota and Misawa bases and for the U.S. Navy energy managers at the Yokosuka Naval Station in Japan. The course, which is available to all DSCP customers worldwide, provides facility and energy managers information on how to conserve energy, save money, and improve the environment. The course covers the advan-

tages of using energy efficient and environmentally safe lighting products such as:

- 💡 **Low mercury fluorescent lamps**
- 💡 **Compact fluorescent lamps and electrical ballasts**
- 💡 **Occupancy sensors**
- 💡 **Light emitting diodes**
- 💡 **Various other lighting retrofit kits**

"In today's environment, saving energy, and reducing the use and disposal of toxic materials is a major concern of all Americans," Ogorek said. "This course offers an outstanding opportunity for our customers to receive expert advice on how to save energy, reduce costs, and how to acquire environmentally safe lighting products from the DSCP Lighting team." For information on training classes in your area, contact Ogorek at (215) 737-5784, DSN 444-5784 or via Email at: jogorek@dscp.dla.mil.

1-800-DLA BULB



Can You Guess the Secret Word?

Change! It's the not-so-Secret Word for DLA, DSCP, and you our Military customers. We are standing on the threshold of Business Systems Modernization -- BSM -- and you can read all about it on the Web at <http://www.supply.dla.mil/bsm.htm>.

We aren't about to let you down while we are a'changing either! Our communication processes must improve; we must employ the latest technology to keep in touch -- real time! Accurate forecasts, with inputs of timely and realistic estimates based on known and/or expected needs, from all our customers has got to be a priority for Supply Chain Management in the 21st Century.

For example, a project with the Army for improved forecasting focused on Special Project Requests (SPRs) related to AH-64 Apache helicopter overhauls is underway now. Defense

Supply Center Philadelphia (DSCP) manages National Stock Numbers for industrial-type hardware critical to the Apache helicopter. Defense Supply Center Richmond (DSCR) is the Lead Center for the weapons system. There are other major players: DLA, the Army, the overhaul/repair sites, and the industrial base, the manufacturers and vendors/suppliers whose response could improve with more accurate information on requirements. The goal, to improve forecasting methods, will require coordination and cooperation among all the above.

In addition, whenever we plan for the future, there is one thing we can be sure of: things **WILL** change! For example, Corpus Christi Army Depot (CCAD) was originally programmed to overhaul 58 transmissions systems for the AH-64 Apache helicopter in FY 2000. However, due to

safety of flight issues, the Apache transmission overhaul requirement increased to 100. Army Materiel Command (AMCOM) now expects the annual overhaul requirement to increase to 135 transmissions for at least the next seven years; and, beginning FY 2001, they will submit SPRs to support the program.

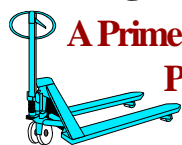
When the first "heads-up" (Safety of Flight messages) was provided in October 1999, G & I began an intensive management effort. The G & I Readiness office coordinated and discussed problem items and solutions with DSCR and AMCOM on a daily basis.

The Army's focus has changed also, from replacing a portion of the transmission system in the field to supporting the transmission overhaul line at Corpus Christi. This overhaul line, for both the AH-64A and D models, has the potential for parts replacement of 300 different DLA components compared to the 38 DLA components first considered for in-the-field partial transmission replacement.

So we emphasize the need for Communication -- real time! We visit with you frequently to keep in touch, to solve problems before they get bigger, and to get a jump on **Change** -- expected and UN-expected!



Coming Soon:



A Prime Vendor Contract for Pallets and Pallet Management



The Defense Supply Center Philadelphia (DSCP) General and Industrial Directorate Material Handling Initiative supports pallet management, including furnishing new wood pallets, recycled wood pallets, and removal of pallet scrap wood. Features of this Prime Vendor program include material returns, Direct Vendor Delivery, and reduced inventory costs. This program will enhance our customer service by simplifying the current ordering

process. Customers will be able to place orders by fax, Email, and electronic data interchange/web support. Product returns will be easier and delivery will be made within three business days or "just-in-time" depending on customer preference. Provisions for emergency deliveries within 24 hours are also included in the contract.

According to Sue Weber, a G&I customer liaison specialist, "the material handling initiative will be available in June 2000. The initial implementation site will be the Defense Distribution Center in New Cumberland, PA and will be available to all of our pallet customers." For more information on this upcoming initiative, contact Sue Weber at DSN 444-7283, (215) 737-7283, Email at: sweber@dscp.dla.mil or Steve Ewing at DSN 444-7447, (215) 737-7447, Email at: sewing@dscp.dla.mil.



The Back Porch

By Yvette Burke
Deputy Director,
General & Industrial Directorate

A warm welcome to our new Director in G & I, **Colonel Philip M. Liller, USAF**. Colonel Liller is not new to Philadelphia. He was DSCP's Director of Operations for the past year, and before that, Director, Corporate Communication for the Defense Industrial Supply Center. Colonel Liller relieves **Colonel George T. O'Neal, USAF**, whose new duty will be Chief, Flight Training Contracts, Aero System CE, Wright-Patterson AFB, Ohio. Good luck, Colonel, in your new job. We thank you for your vision and dedication over the past few years. We will continue to value your input and advice, now, as a customer, about the quality of our products and service. Please call us anytime if you need service or supply support.

Colonel O'Neal and Colonel Liller both have had "close

encounters" with our G & I folks and know many of us individually, by name and face. They've seen us work, on good days and bad, to focus on the needs of our Military Services worldwide. They know that we are forward thinking, that we anticipate and plan for the future.

Though most customers like you who read The General Store Newsletter may never get to know us face-to-face, we do provide numerous ways to communicate directly with us about our products and/or services. Of course, you can always reach someone at our Emergency Supply Operations Center (ESOC) (215) 737-2336/DSN 444 for emergency requisitions, high priority requisitions, or requisitions with exception data. But maybe you've got some "every day" sort of problems with our products and/or services and want to help us improve -- or maybe you want to praise and compliment us (we hope)! I'd like to briefly outline some of the many opportunities we provide for direct "people" contact with us here in G & I:

- A full schedule of regular, worldwide, customer visits by our Readiness and initiatives teams of customer liaison specialists.

- High-level briefings and trips by the Director and me to CINCs worldwide.

- Questionnaires about our service quality and your satisfaction Emailed once a year to customers like you.

- The General Store Newsletter directly mailed quarterly to approximately 1500 customers and at least 1500 more copies distributed at various conferences and meetings by our customer liaison specialists and Business Office personnel. There were eighteen separate articles in the Spring 2000 edition that listed names and telephone numbers for contacting us and/or Email addresses. In addition, one whole page was devoted entirely to telephone contact numbers and a listing of Internet addresses.

- The G & I Internet at <http://www.dscp.dla.mil/gi>.

Under the Product Lines button, every page devoted to a separate product grouping has at least one Email address for a contact point, and a couple have built-in feedback devices (e.g., under Metals, click Contact Us, then Customer Feedback; under Benchstock/Fasteners, click Fastener Catalogs & Assortments, then Feedback). Also there are buttons for Contacting G&I, About G&I and our Organization, Readiness links, and Submitting Rods.

There may be many other opportunities, formal or informal, that I am unaware of, but I think I've covered the major ones. The bottom line is that we believe:

- 1) you have the right to expect *the right item - at the right time - in the right place, every time*, and

- 2) you should feel confident that when there is a problem, you can talk to somebody who will listen and solve the problem.

Metals Prime Vendor Provides Emergency Response

The Metals Prime Vendor program recently responded to an emergency requirement from Tinker Air Force Base for aircraft-quality heat resistant steel which was needed to get 190 KC-135 aircraft back in operation. During routine preventive maintenance, the planes were grounded for repairs to the stabilizer wing gear. The needed hard-to-find material (heat resistant steel) was not available through the traditional supply system. The Metals Prime Vendor, TW Metals of Forest Park, Ga. was contacted in late February and worked around the clock to locate and ship the required material to Tinker, where it not only met, but exceeded quality requirements. Tinker was able to machine the material, install the upgraded assemblies, and return the fleet of KC-135 refueling planes to service. Defense Supply Center Philadelphia's (DSCP) program manager for the prime vendor, Bill Austin said, "TW Metals' timely response to this emergency meant that Tinker Air Force Base could bring 190 downed aircraft back into service on schedule. As a prime vendor for the DSCP General and Industrial Directorate, TW Metals has access to an international network of skilled distributors. Their ability to respond to emergencies - to obtain the highest quality material quickly - simply exceeds that of any standard supply system." For more information on the Metals Prime Vendor program, contact Bill Austin at (215) 737-9157, DSN 444-9157, Email at: waustin@dscp.dla.mil.

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